

**Marquette**

# BILL Basics<sup>®</sup>

*It's*  
*As*  
*Easy*  
*As...*  
*1,*  
*2,*  
*3*

*Instructions  
for  
setting up  
and using  
your new  
pay by  
phone  
service.*



Please take a few moments to review these instructions and the information provided on your User's Guide before you use *BILL*. You should verify the accuracy of the merchants and the account numbers shown on Part A of your User's Guide. Also verify the bank name, checking account number, and other personal data shown on Part B. Please report any discrepancies to Customer Service before using this service.

*First...*  
*Open your account.*

You'll need a security code.

Pick an easy-to-remember 4-digit number and write it down here \_\_\_\_\_.

When you're finished reading these instructions, file *BILL BASICS* away in a safe place, so you're the only one who will ever know your security code.

Call *BILL* at the phone number on Part A of your User's Guide.

1. ENTER YOUR ACCOUNT NUMBER  
(*shown on Part A of User's Guide*)  
PRESS THE # BUTTON

2. ENTER YOUR 4-DIGIT SECURITY CODE  
PRESS THE # BUTTON

*(Right here, we'll ask you to repeat your security code for verification.)*

3. ENTER YOUR 4-DIGIT SECURITY CODE AGAIN  
PRESS THE # BUTTON  
PRESS \* 99 #

## ***Second...***

### ***Set up your merchant accounts.***

Fortunately, you'll only have to do this once. To make a payment for you, we'll need your account number from a recent statement for each merchant. The easiest way to do this is to fill in those numbers next to the merchant names on your User's Guide. Now...you need to tell *us* what those numbers are. There are two ways you can do it:

#### **METHOD #1 (*the fun way*)**

**DO IT YOURSELF.**

Call **BILL** anytime at the phone number on Part A of your User's Guide. After you enter your **BILL** Account Number and Security Code...

- 1. ENTER A 2-DIGIT MERCHANT NUMBER**  
*(from Part A of your User's Guide)*  
PRESS THE # BUTTON
- 2. ENTER THE MERCHANT'S ACCOUNT NUMBER**  
*(from your monthly statement)*  
PRESS THE # BUTTON

Now enter the rest of your account numbers by repeating Steps 1 & 2 for each merchant. After we verify your account numbers, in 48 hours you can start paying by phone. Call Customer Service to set up accounts with *letters* in the Account Number...like Northern States Power Co.

#### **METHOD #2 (*the easy way*)**

**HAVE CUSTOMER SERVICE DO IT.**

Call Customer Service at the phone number on PART A of your User's Guide. Customer Service consultants are available by phone Monday through Friday 8:00 a.m. to 5:00 p.m. Give them your account numbers and in 48 hours—after we verify the numbers—you can start paying by phone.

## *Third...*

### *Now let's pay a bill.*

Before you call in, get in the habit of writing your Payment Request in your checkbook register (see Part A of your User's Guide for an example). Use the payment request number **BILL** gives you instead of a check number. Be sure to also include the merchant number and requested payment date.

Schedule your first payments well in advance of their due dates—five days is a general guideline. This will help prevent late posting due to slow processing by the merchants. You can always adjust your payment dates if merchants are posting them promptly.

Call **BILL** at the phone number on Part A of your User's Guide.

1. ENTER YOUR ACCOUNT NUMBER  
*(from Part A of User's Guide)*  
PRESS THE # BUTTON
2. ENTER YOUR 4-DIGIT SECURITY CODE  
PRESS THE # BUTTON
3. ENTER A MERCHANT NUMBER  
*(from Part A of User's Guide)*  
PRESS THE # BUTTON
4. ENTER THE DATE YOU WANT TO PAY  
(e.g. 509 for May 9)  
PRESS THE # BUTTON
5. ENTER THE AMOUNT YOU WANT TO PAY  
(e.g. 5963 for \$59.63)  
PRESS THE # BUTTON
6. SAY GOODBYE  
PRESS \* 99 #

# *Congratulations!*

You've just made your first telephone bill-payment.

Next time, why not play around a little?

Use some of the FUNCTION CODES from the back of your User's Guide and see what happens...

- Erase a mistake in the middle of a request by pressing \* #
- Add up several payments by using \* 90 #
- Delay entering a merchant number and see what happens.
- Cancel, Change or Review a payment.

Once you get good, here's how to get better:

### *Speed Entry*

PRESS \* after entering the merchant number and payment date. (e.g. 10\*509\*5963).

### *Next Available Day Payments*

Simply omit the payment date. (e.g. 10\*5963).

### *Interrupt the Prompts*

Start making your entries any time after you hear the word "Please...."

### *Recurring Payments*

You can instruct *BILL* to make payments that are always the same amount and due at the same time. See your User's Guide for instructions for scheduling, canceling, or reviewing recurring payments.

OK...all you need now are some bills to pay. And in no time at all you'll be making your payments the fast, easy way...with *BILL*.



# Marquette Bank

**Local. Loyal. Like it should be.**

Member FDIC